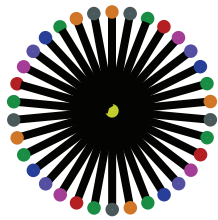


# Customer Relationships Management Workshop

For Small to Mid Size Businesses

*Business Owners, CEO's, Marketing Managers and Upper Level Staff*

## How do you handle your customers?



Learn to use touchpoints to gauge the impact of your customer's experience. Turn negative touchpoints into positive ones and create new ones to draw customers in and keep them coming back.

**Friday, July 30, 2010 8:30 – 10:00 AM**

*Light breakfast included*

**75-20 Astoria Blvd. Suite 140  
Jackson Heights, NY 11370**

*Presented by*

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**Co-Sponsored by the Queens Chamber of Commerce**

*Register by contacting Jack Friedman:*

**(718) 898-8500 or [jfriedman@queenschamber.org](mailto:jfriedman@queenschamber.org)**